



Statewide Interoperability Executive Committee

Standard Operating Procedure

Arizona All-Hazards Communications Unit Training Coordination Procedure

Effective Date: 08/14/2012

Distribution Statement: This is a public document. The Point of Contact (POC) for this document is the Public Safety Interoperable Communications (PSIC) Office in the Arizona Department of Administration – Arizona Strategic Enterprise Technology Office (ADOA-ASET). Current contact information for the PSIC Office can be found at www.azpsic.gov.

This document was prepared under a grant from the Federal Emergency Management Agency's Grant Programs Directorate (FEMA/GPD) within the U.S. Department of Homeland Security. Points of view or opinions expressed in this document are those of the authors and do not necessarily represent the official position or policies of FEMA/GPD or the U.S. Department of Homeland Security

Record of Changes

This Record of Changes is used to record revisions to this document, including a brief description of the changes made, the date the changes went into effect by approval of the PSCC, and the appropriate PSIC Office Contact.

Change No.	Date	Description	PSIC Office Contact
0	3/15/2011	Initial Approval by the SIEC	Suesan Nordman
1	10/18/2011	Approved by the SIEC	Suesan Nordman
		Content revision and update for consistency with DHS terminology and program requirements	
2	8/14/2012	Approved by the SIEC	Suesan Nordman
		Title change to include "All-Hazards"; Format update; Content revision for consistency with federal program updates and revisions to the Arizona Regional All-Hazards Communications Unit Recognition Procedure	

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1 Introduction

1.1 Background

The certification of qualified individuals in All-Hazards Communications Unit positions is directly related to the availability of adequate and approved training offerings. To respond to the need for sufficient instruction, the Department of Homeland Security (DHS) Office of Emergency Communications (OEC) worked with emergency responders to develop a series of federally recommended training courses for All-Hazards Communications Unit positions. The training courses are led by federally recognized instructors and provide National Incident Management System (NIMS) compliant instruction to establish core competencies and train qualified emergency responders to serve in specific positions during all-hazards emergency operations.

Information about the All-Hazards Communications Unit training courses and the required prerequisites related to public safety communications background, skills, knowledge, experience and ICS training are available on the PSIC website at: www.azpsic.gov/library/com1.

Additionally, DHS has empowered each state to develop its own All-Hazards Communications Unit recognition and training program and has provided a best practices guide. Arizona has developed a formal Arizona Regional All-Hazards Communications Unit Recognition Program (see the Arizona Regional All-Hazards Communications Unit Recognition Procedure: www.azpsic.gov/library/com1). In 2012, the Recognition Program was expanded to include all positions within the All-Hazards Communications Unit that have an associated DHS approved curriculum and All-Hazards Position Taskbook.

The body responsible for reviewing Arizona Regional All-Hazards Communications Unit Recognition application materials and advising the PSIC Office and SIEC on matters related to Communications Unit training and recognition is the National Incident Management System Communications Unit (NIMS-CU) Workgroup (see the NIMS-CU Workgroup Policies and Procedures: www.azpsic.gov/library/com1).

1.2 Purpose

This document describes the procedure for coordinating All-Hazards Communications Unit training in Arizona. It serves as a guide for offering consistent and timely delivery of training courses to qualified individuals statewide.

This document also defines who appropriate Instructors of the All-Hazards Communications Unit position courses are, how Arizona will develop a cadre of such Instructors, and how Communications Unit training courses may be requested.

1.3 Scope

This procedure applies to counties or agencies in Arizona that: (a) are interested in providing an All-Hazards Communications Unit training course using their own funds, which may be obtained through a grant program; and/or (b) wish to use funds administered by the Arizona Division of

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Emergency Management (ADEM) to sponsor a Federal Emergency Management Agency (FEMA) approved All-Hazards Communications Unit training course.

1.4 Definitions

An All-Hazards Communications Unit Leader (COML) is defined by DHS as a person that plans and manages the technical and operational aspects of the communications function during an all-hazards incident or event within the Incident Command System (ICS) organizational structure.

An All-Hazards Communications Unit Technician (COMT) is defined by DHS as a person responsible for managing Strategic Technology Reserve (STR) or other communication assets, such as a radio cache, mobile communications vehicle or other deployable communications assets, during all-hazards operations within the ICS organizational structure.

1.5 References

Arizona NIMS-CU Workgroup Policies and Procedures: www.azpsic.gov/library/coml

Arizona Regional All-Hazards Communications Unit Recognition Procedure:
www.azpsic.gov/library/coml

OEC Communications Unit Leader (COML) Implementation Best Practices Guide:
www.azpsic.gov/library/coml/coml_best_practices.pdf

1.6 Administration

The PSIC Office, with guidance from ADEM, SIEC and the NIMS-CU Workgroup, is responsible for administering this procedure.

1.7 Document Terminology

The terms “shall,” “must,” “will,” and “required” are used throughout this document to indicate required parameters and to differentiate from recommended parameters. Recommendations are identified by the words “should,” “desirably” and “preferably.”

1.8 Updates & Revisions

This document will be reviewed annually and updated as needed. Those wishing to suggest revisions or additions to this document should send their feedback electronically to psic@azpsic.gov or in writing to the PSIC Office, c/o Arizona Strategic Enterprise Technology (ASET) Office at 100 N 15th Avenue, Suite 400, Phoenix, AZ 85007.

Revisions to this document will be reviewed by the NIMS-CU Workgroup, which will recommend appropriate changes to the SIEC. Revised versions of this document will be effective once approved by the SIEC.

2 All-Hazards Course Descriptions

2.1 COML

The All-Hazards COML course (FEMA #L-969) provides NIMS compliant instruction to train emergency responders to serve as COMLs during all hazards emergency operations. DHS, through the FEMA's Emergency Management Institute (EMI), utilizes a curriculum led by two (2) trained and federally recognized Instructors to train qualified emergency responders to lead ICS Communications Units. COML responsibilities include developing plans to effectively use incident communications equipment and facilities, managing distribution of communications equipment to incident personnel, and coordinating the installation and testing of communications equipment.

At the conclusion of each All-Hazards COML training course, National Emergency Training Center (NETC) Admissions will log each student who successfully completed the course into the NETC national database and mail a Certificate of Completion to each student.

Upon completion of formal classroom training, students must complete and obtain sign-off on a comprehensive position-specific All-Hazards COML Taskbook before they can be certified by their agency as an All-Hazards COML. After being certified by their agency, candidates may also seek recognition as an Arizona Regional All-Hazards COML following the procedures documented in the Arizona Regional All-Hazards Communications Unit Recognition Procedure.

2.2 COMT

The All-Hazards COMT course provides NIMS compliant instruction to train emergency responders on practices and procedures common to COMTs during all hazards emergency operations. DHS, through OEC, utilizes a curriculum led by two (2) trained and federally recognized Instructors to train qualified emergency responders to work within the ICS organizational structure. The course trains participants on practices and procedures common to radio communication technicians during all-hazards emergency operations.

At the conclusion of each All-Hazards COMT training course, OEC (or their designee) will mail a Certificate of Completion to each student who successfully completed the course and will maintain a national database of those students.

Upon completion of formal classroom training, students must complete and obtain sign-off on a comprehensive position-specific All-Hazards COMT Taskbook before they can be certified by their agency as an All-Hazards COMT. After being certified by their agency, candidates may also seek recognition as an Arizona Regional All-Hazards COMT following the procedures documented in the Arizona Regional All-Hazards Communications Unit Recognition Procedure.

2.3 Communications Unit Train the Trainer

Qualified individuals who are eligible to become recognized All-Hazards COML or COMT Instructors must follow the appropriate Communications Unit Train the Trainer course requirements established by DHS. Interested individuals should contact the PSIC Office for current DHS requirements.

3 Course Funding

There are many methods of procuring an All-Hazards Communications Unit training course:

- A. A County wishing to use funds administered by ADEM may request any FEMA approved course through ADEM. [Note: Currently the All-Hazards COML Course is FEMA approved; approval of other Communications Unit courses is planned.]
- B. Federal grants may be requested for Communications Unit courses as these courses are part of Arizona's Statewide Communications Interoperability Plan (SCIP) strategic initiative #10.
- C. The PSIC Office may request a Technical Assistance (TA) offering for a training course through the DHS OEC Interoperable Communications Technical Assistance Program (ICTAP). [Note: Each State is generally limited to five (5) TA requests annually for all types of technical assistance (e.g., workshops, assessments, consulting, etc.).]
- D. An agency can use training funds from any other source to fund the course.

4 Course Instructors

4.1 General Information

All-Hazards Communications Unit Training Instructors must be approved by DHS and listed as All-Hazards Communications Unit Instructors in the appropriate DHS Instructor Database. Course Instructors are encouraged to participate regularly in exercises, incidents and planned events to keep their skills current, and participation in ongoing public safety communications education is strongly recommended.

4.2 Utilizing Arizona Instructors

In order to provide greater local familiarity at the lowest possible cost, Arizona Instructors shall be utilized for training offerings whenever possible.

4.3 Utilizing Arizona Instructors-in-Training

In an effort to continue developing a group of Arizona Instructors, all All-Hazards Communications Unit courses must be offered with the condition that the lead Instructor will use at least one (1) Instructor-in-training on a first come, first served basis.

The PSIC Office will coordinate with ADEM and local agencies to incorporate the use of Instructors in training. The PSIC Office will identify any eligible Instructor-in-training candidates and contact the lead Instructor to make arrangements for their participation. If there are no eligible candidates, this requirement will not apply.

5 Training Requests and Coordination

5.1 Training Requests

A County or agency interested in sponsoring or providing an All-Hazards Communications Unit training course must provide a Training Event Request form (available online at:

www.dem.azdema.gov/preparedness/training/eventrequest.html) to the State Training Officer (STO) at ADEM, who will then notify the PSIC Office of the request. This form will enable the course to be properly registered through the STO and federal DHS (or their designee) so that the course will be considered valid and students will receive credit for completion.

5.2 Training Coordination Using Funds Administered by a Local Agency

The following steps apply to agencies providing an All-Hazards Communications Unit training course using their own funds, which may be obtained through a grant program:

1. The agency shall submit a Training Event Request form to ADEM.
2. The agency may consult with the PSIC Office to determine whether training in the specified location is likely to be attended at a sufficient level to justify a course offering based on past attendance, expressions of interest for additional courses and other courses planned from other funding sources.
3. If there are eligible candidates, the PSIC Office shall coordinate with the agency to contact and arrange for the qualified individual(s) to serve as Instructor(s) in training for the course.
4. Course enrollment may be managed through ADEM's Event Registration and Management Application (ERMA). Students will be vetted for eligibility for final enrollment approval by the providing agency.
5. The training provider shall conduct the contracted All-Hazards Communications Unit training course. A final participant list shall be provided to the PSIC Office.
6. Successful completion by participants shall be recognized and documented (see Section 2, Course Description). ADEM will coordinate with the PSIC Office to update student completion status in ERMA.

5.3 Training Coordination Using Funds Administered by ADEM

The following steps apply only to All-Hazards COML training requests utilizing grant funds administered by ADEM:

1. The requesting agency shall submit a Training Event Request form to ADEM for funding approval.
2. The PSIC Office may consult with ADEM and the local requesting agency to determine whether training in the specified location is likely to be attended at a sufficient level to justify a course offering based on past attendance, expressions of interest for additional courses and other courses planned from other funding sources.
3. ADEM shall complete a call for Instructors using the FEMA Instructor database with preference given to use of Arizona Instructors. The call to Instructors shall specify that the lead Instructor must use an Instructor-in-training for the course and that individual will be selected from eligible candidates by the PSIC Office.

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4. ADEM shall consult with the PSIC Office to review the responses to the call for Instructors to select two (2) course Instructors that have the appropriate skill set for the requested course.
5. If there are eligible candidates, the PSIC Office shall coordinate with ADEM to contact and arrange for the qualified individual(s) to serve as Instructor(s) in training for the course.
6. The All-Hazards Communications Unit training course shall be coordinated and scheduled by ADEM in accordance with availability, course and contract requirements.
7. Course enrollment will be managed through ERMA. Students will be vetted for eligibility for final enrollment approval by the requesting agency.
8. The training provider shall conduct the contracted All-Hazards Communications Unit training course. A final participant list shall be provided to the PSIC Office through ERMA.
9. Successful completion by participants shall be recognized and documented (see Section 2, Course Description). ADEM will coordinate with the PSIC Office to update student completion status in ERMA.

6 Course Notification

The PSIC Office shall maintain a list of individuals interested in attending All-Hazards Communications Unit training and will notify interested individuals about open enrollment for upcoming training courses. A signup form will be made available online at:

<http://www.azpsic.gov/library/com/training.htm>.

Additionally, FEMA approved courses offered through ADEM will be posted on ERMA, online at www.erma.az.gov.